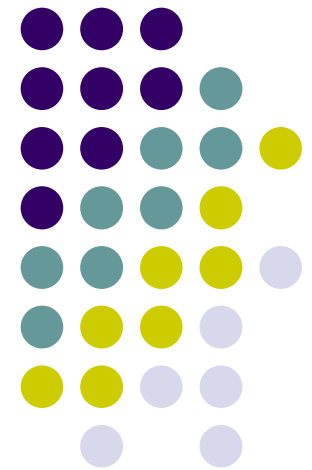


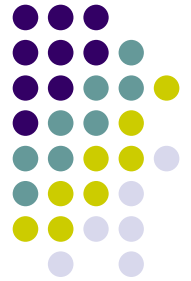
Quality Management and Performance Outcomes Monitoring in North Carolina's MH/DD/SAS Transformation



**Presentation to the Joint Legislative Oversight Committee
of the North Carolina General Assembly
April 12, 2006**

**Flo Stein, Chief, Community Policy Management Section
Spencer Clark, Director of Operations and Clinical Services
NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services**

Quality Management Objectives

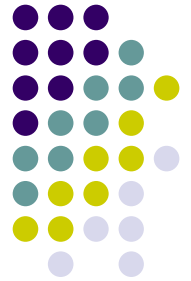


- Safeguarding the health, safety, and rights of consumers
- Supporting the achievement of desired outcomes and satisfaction for consumers
- Ensuring fair access to services, especially for those most in need
- Ensuring the integrity, effectiveness, and continuous improvement of services
- Ensuring compliance with basic state and federal requirements and standards
- Evaluating the system reform implementation process

(from **State Plan 2005: Blueprint for Change – July 1, 2005**)

<http://www.dhhs.state.nc.us/mhddsas/stateplanimplementation/stateplan05-06-30-05.pdf>

Quality Management Reports

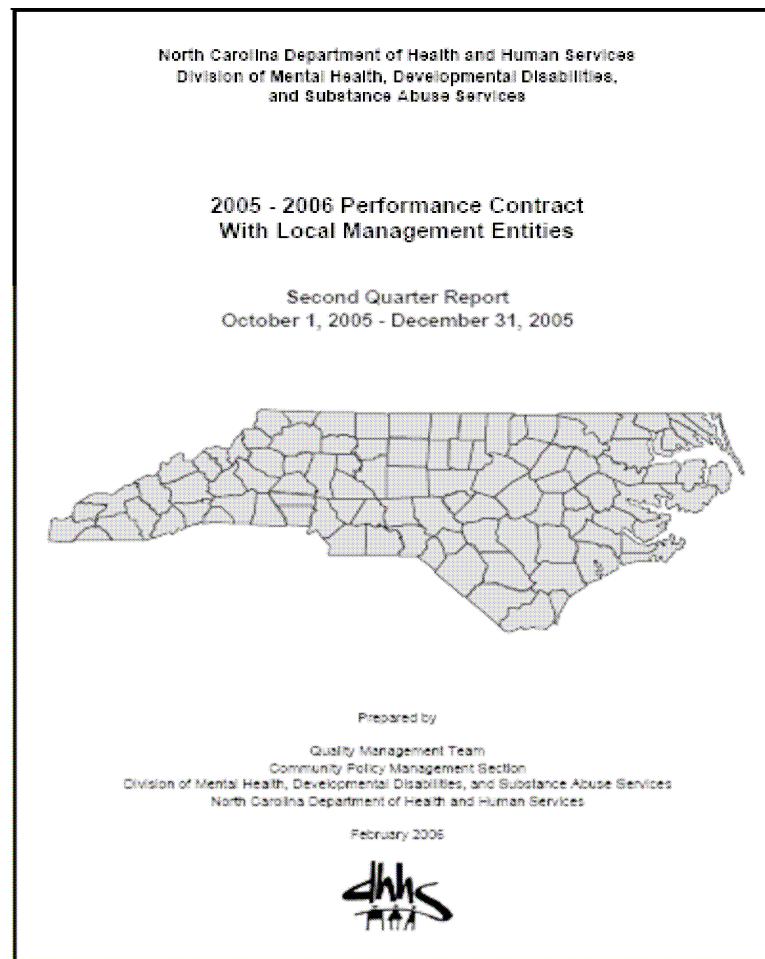


- LME Performance Contract Quarterly Report
- NC-TOPPS Performance Outcomes Reports
- North Carolina Core Indictors Project Report
- Quarterly Incident Reports
- Consumer Satisfaction Report (Annual)
- Accountability Team Audit Reports
- Other Special Studies and Reports

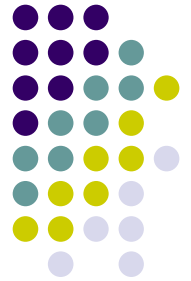


LME Performance Contract Quarterly Report

- Provides a quarterly assessment of LME performance in 31 areas of operation and services
- Available on Division web site at:
<http://www.dhhs.state.nc.us/mhddsas/performanceagreement/pc-sfy06report-Q2.pdf>

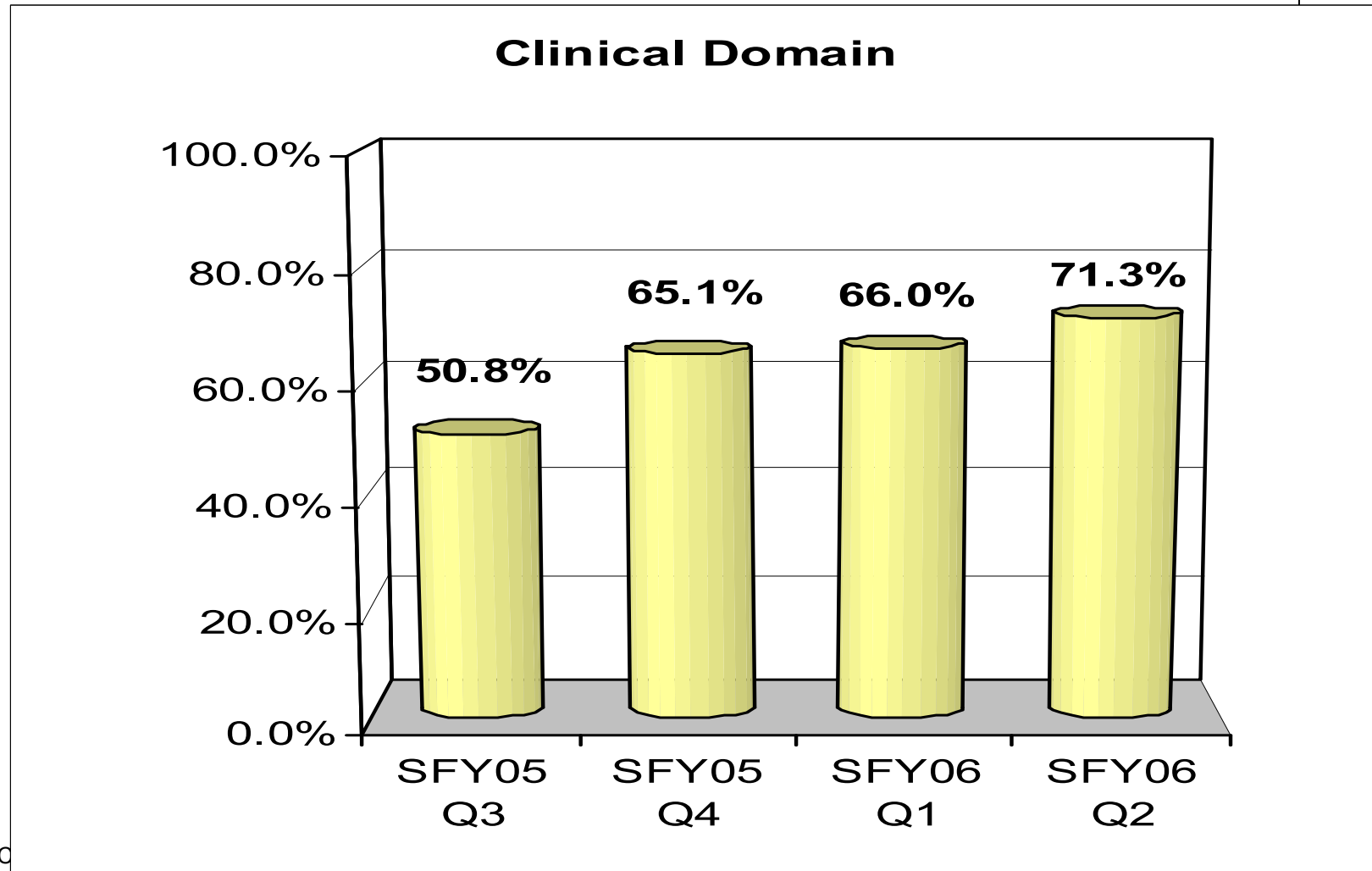
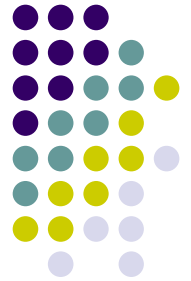


LME Performance Contract Measurement Domains

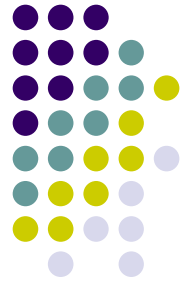


- General administration and governance.
- Access, triage and referral.
- Service management.
- Provider relations and support.
- Customer services and consumer rights.
- Quality management and outcomes evaluation.
- Business management and accounting.
- Information management, analysis and reporting.

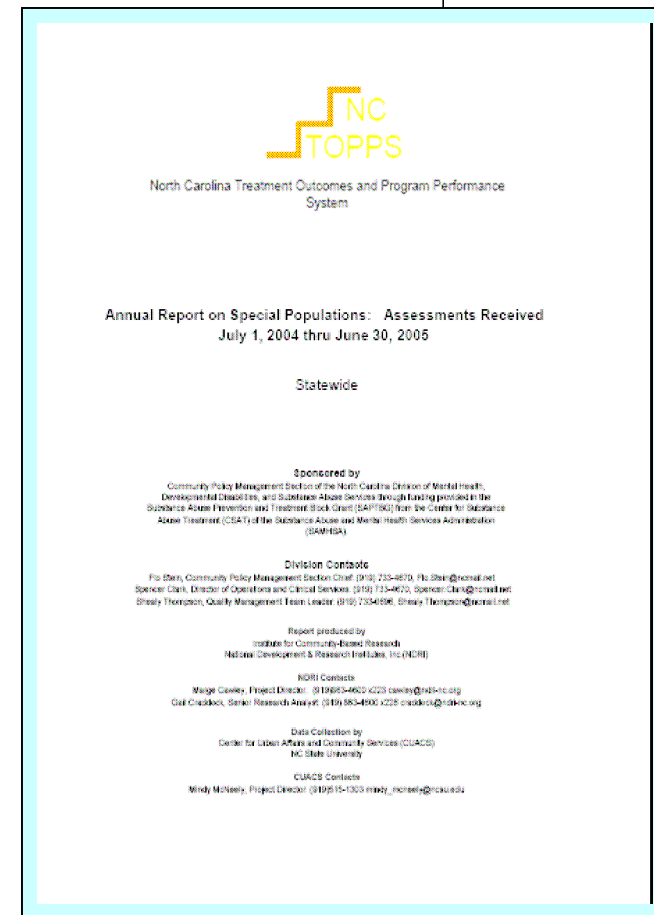
LME Performance Contract: Clinical Domain (Services Access)



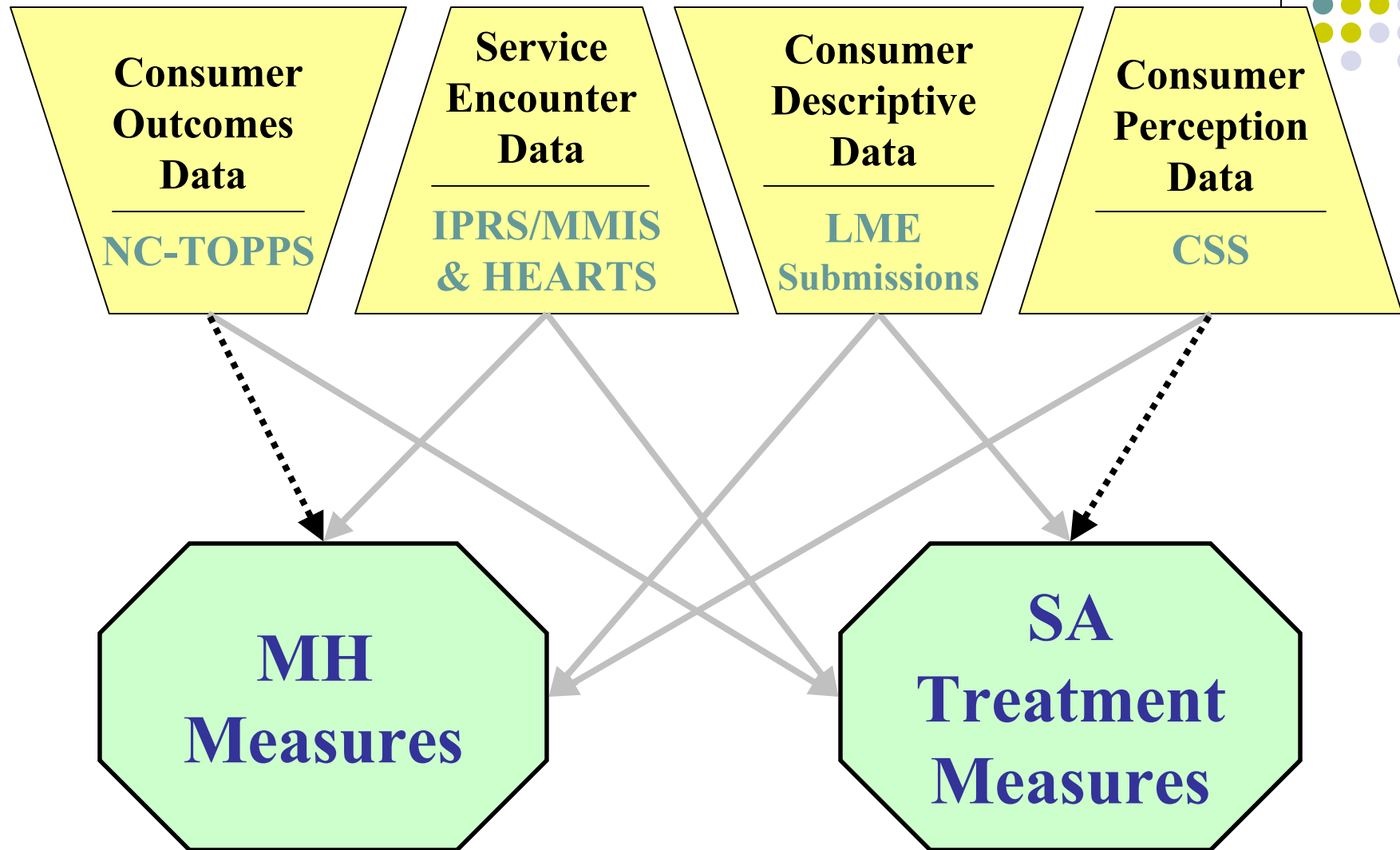
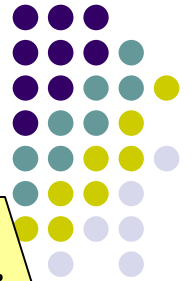
NC-TOPPS and SAMHSA National Outcome Measures (NOMS)



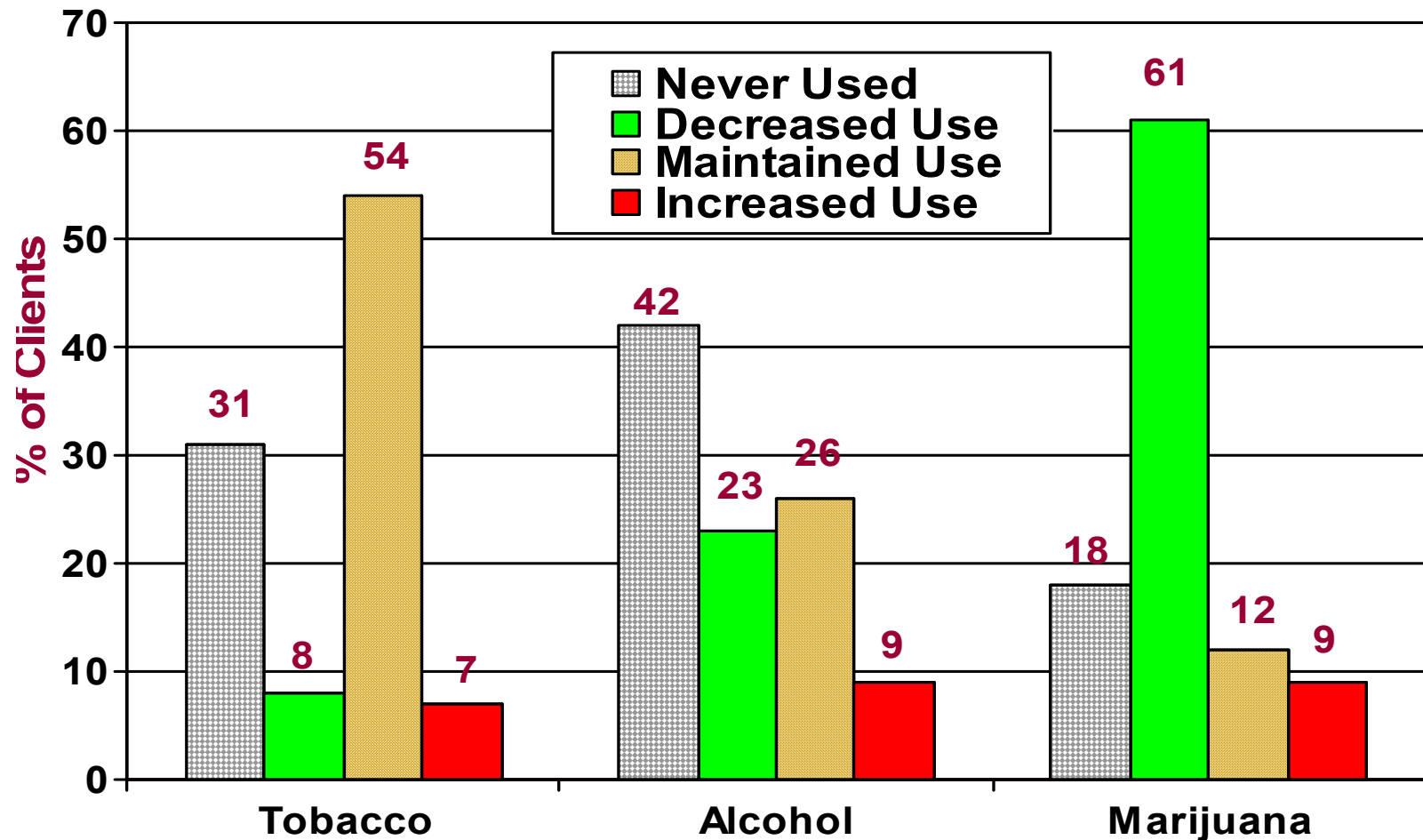
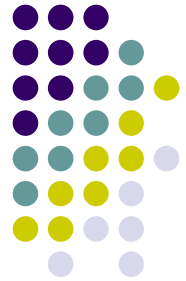
- Provides regular consumer outcomes reports for Substance Abuse and Mental Health by specialty population, provider, and LME
- Annual reports available on the web at: <http://www.ndri-nc.org/nctopps0405/Statewide0405.pdf>



Data Sources for MH/SA Measures

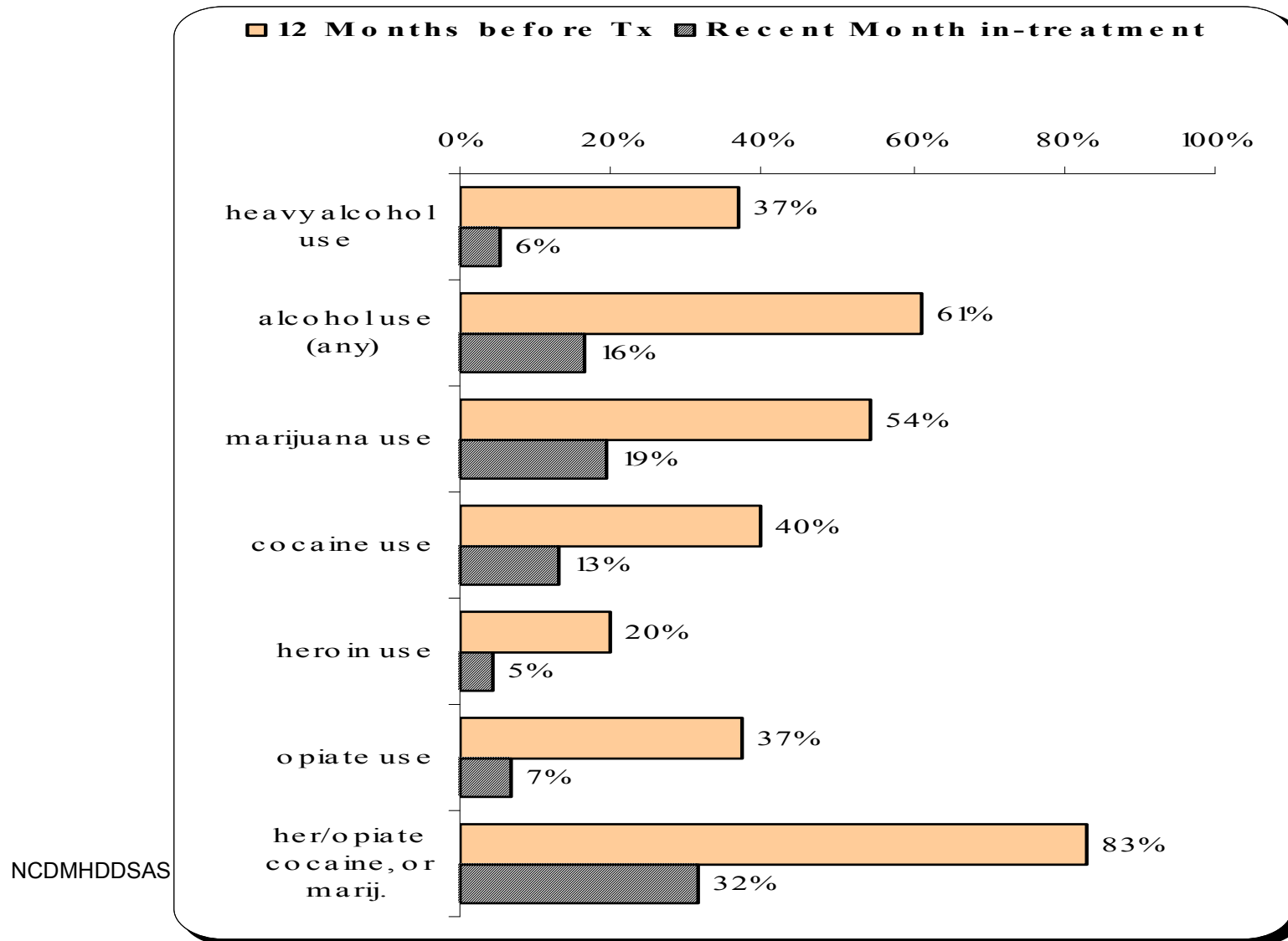
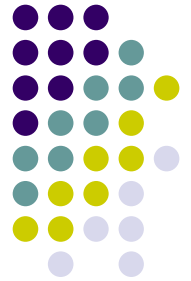


NC-TOPPS Outcomes: MAJORS

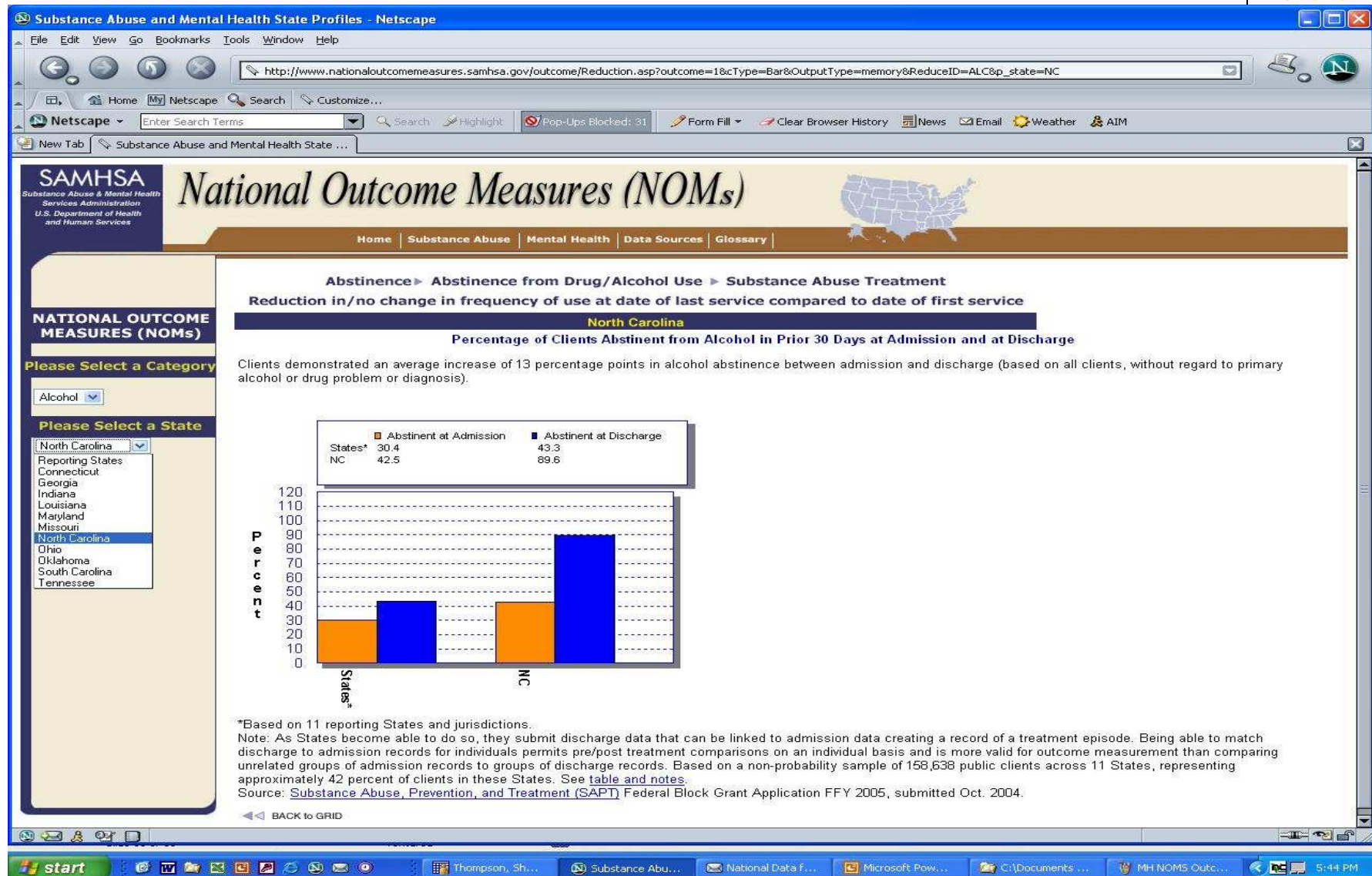


Substance Use in the Year Prior to Treatment and the 3rd Month of Treatment

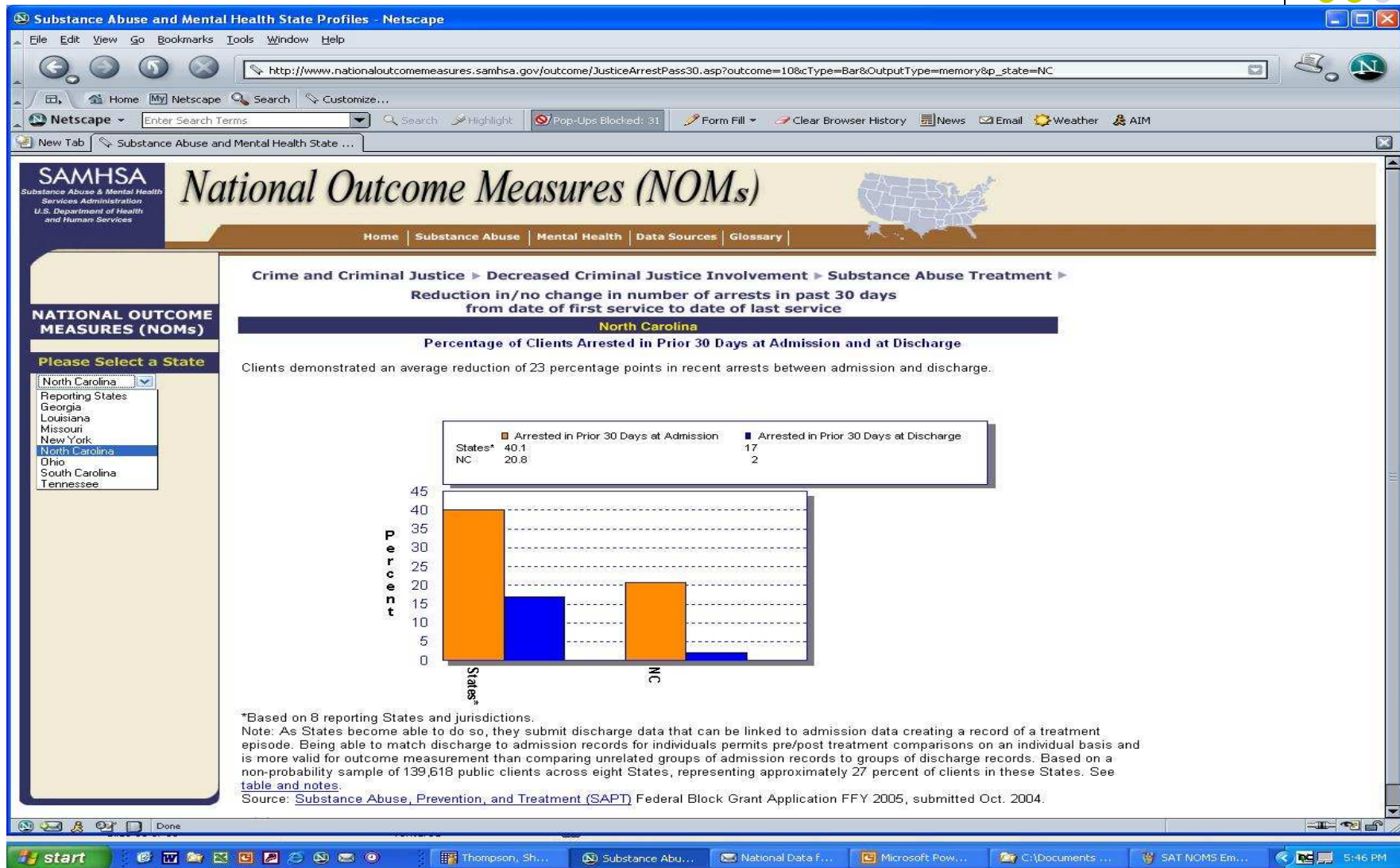
In-Person Interview Items



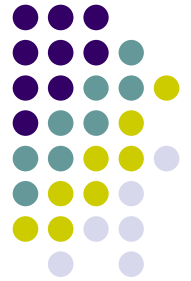
SAT-NOMS Website: Abstinence



SAT-NOMS Website: Arrests



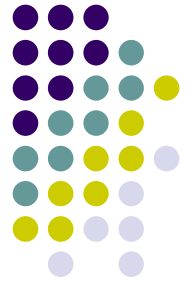
North Carolina Core Indicators Project - 1



Annual Survey of DD Consumers

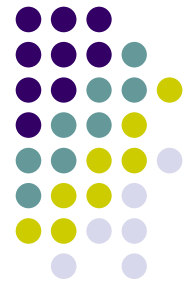
- **Survey of Consumer Outcomes**
 - Employment
 - Community Inclusion
 - Choice and Decision-making
 - Relationships
- **System Performance**
 - Service Coordination
 - Utilization, Access
 - Financial Level of Effort

North Carolina Core Indicators Project - 2

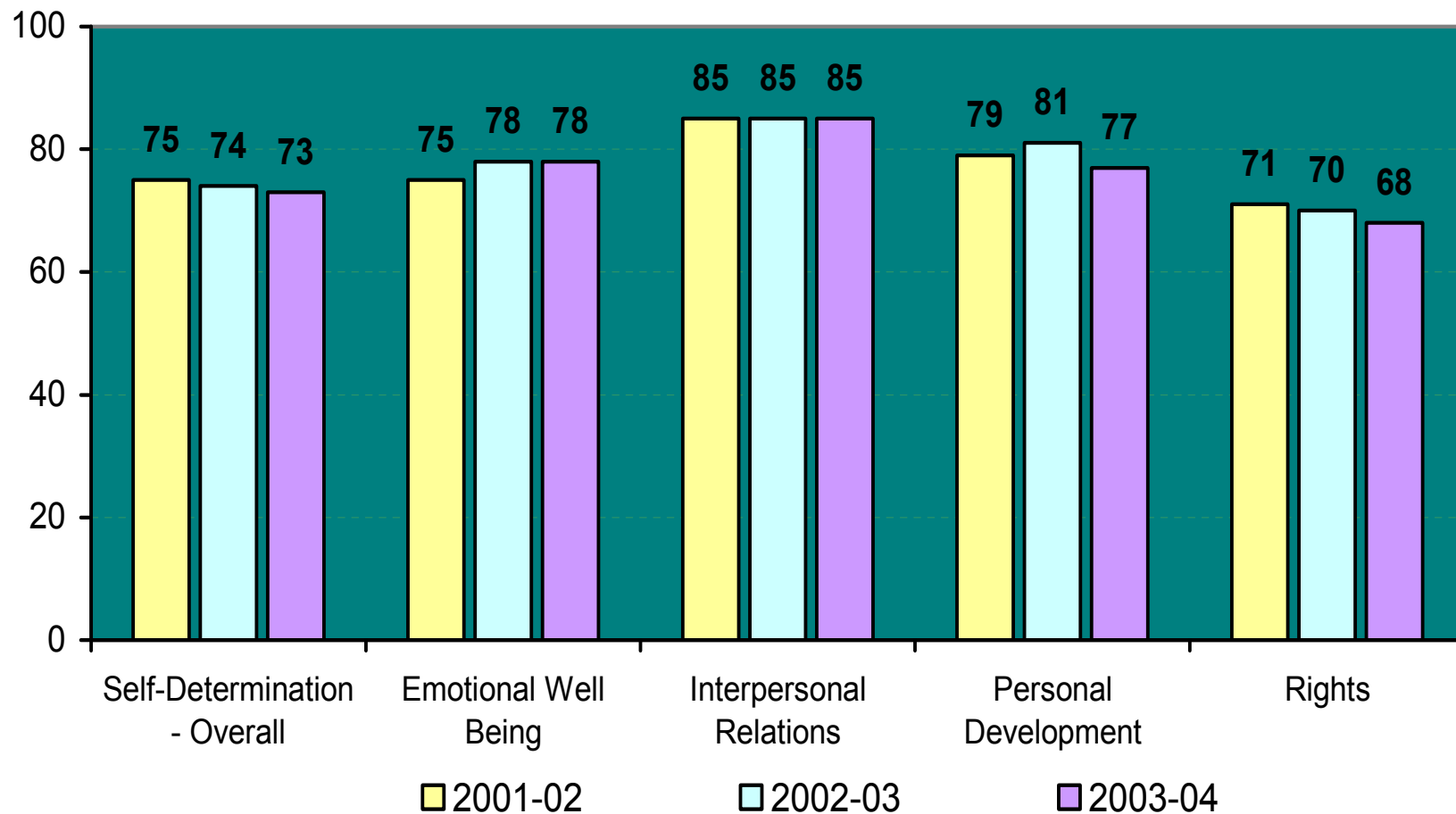


- Family Indicators
 - Information and Planning
 - Choice & Control
 - Access & Support Delivery
 - Community Connections
 - Family Involvement
 - Satisfaction
 - Family Outcomes

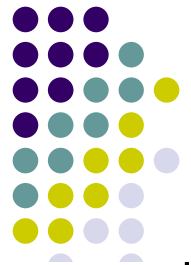
Core Indicators Project



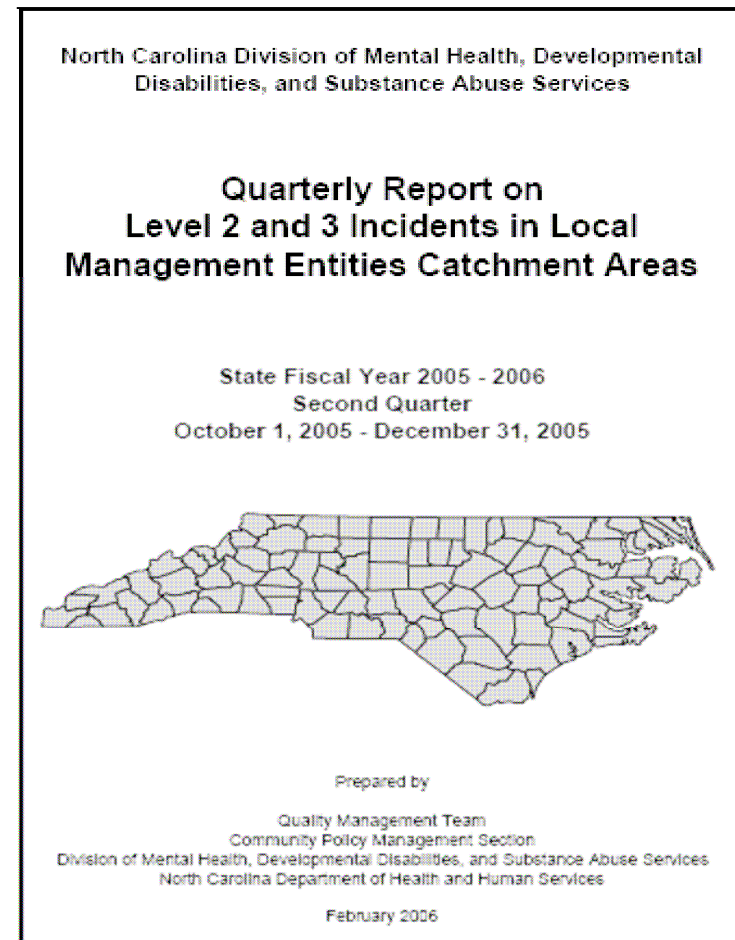
Quality of Life Scale Scores

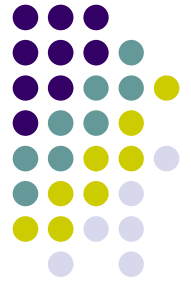


Quarterly Reports on Level 2 and 3 Incidents in LMEs



- Provides a quarterly assessment of LME monitoring of incidents
- Available on Division web site at:
<http://www.dhhs.state.nc.us/mhddsas/manuals/reports/criticalincidentsfy06-2ndqtreport.pdf>





Incident Reporting Categories

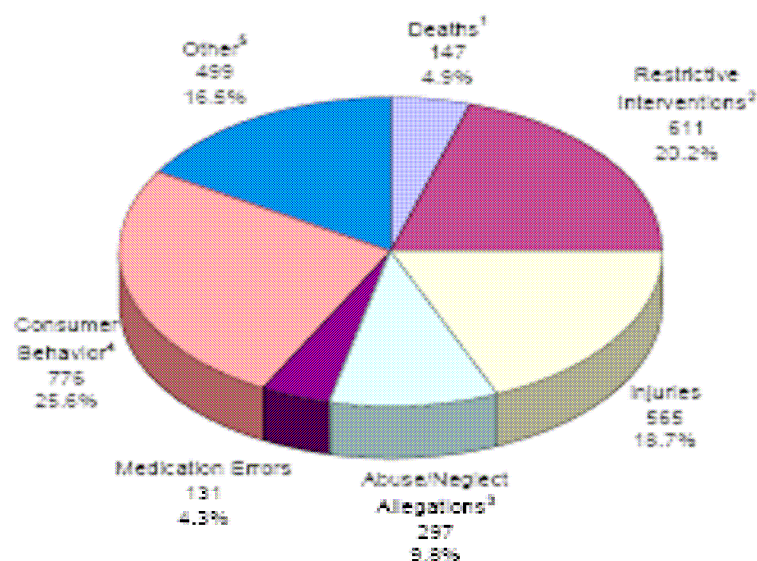
- **Number and Percentage of Providers Submitting Reports**
- **Number of Incidents Reported**
- **Deaths Reported by Cause of Death**
- **Restrictive Interventions (Use of Physical Restraint, Isolation, and Seclusion)**
- **Consumer Injuries Requiring Treatment by a Licensed Health Professional**
- **Allegations of Abuse, Neglect, or Exploitation**
- **Medication Errors**
- **Consumer Behavior**
- **Other Incidents (Suspension, Expulsion, Unplanned Absence Over 3 Hours, Fire)**



Incident Reporting

Level 2 and 3 Incidents Reported Statewide By Type of Incident Second Quarter 2006

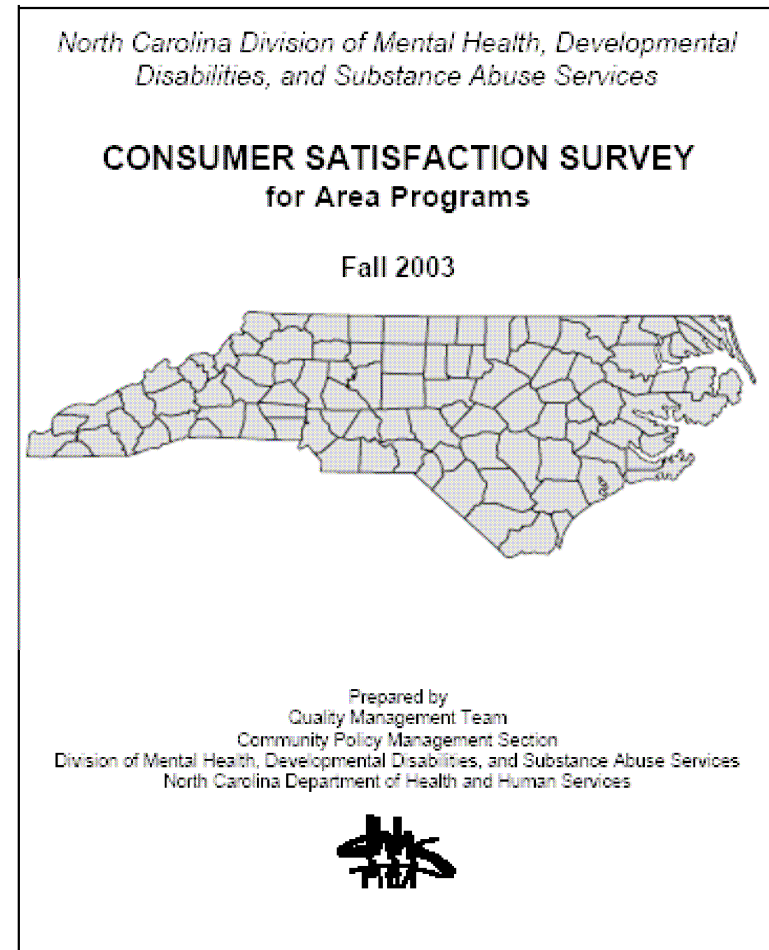
Statewide, a total of 3,006 Level 2 and Level 3 incidents were reported this quarter. 25.6% were consumer behavior related (suicide attempt, inappropriate or illegal sexual behavior, illegal acts by the consumer, or other aggressive or destructive behavior); 20.2% involved restrictive interventions (the use of physical restraints, isolation, or seclusion); 18.7% involved injuries (as a result of aggressive behavior, self-injury, trip or fall, auto accident, or other cause); 9.8% involved allegations of abuse, neglect or exploitation; 4.9% involved deaths; 4.3% involved medication errors (wrong dosage, wrong medication, wrong time of administration, or missed/refused dose); and 16.5% were categorized as "other" (supervision from services, expulsion from services, unplanned consumer absence over 3 hours or reported to legal authorities, or fire). Further information about the number and percentage of incidents for each type is provided in subsequent charts and tables in this report.



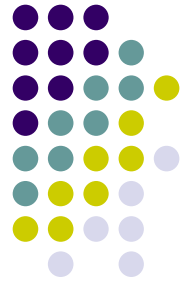
Consumer Satisfaction Report for Area Program (Annual Report)



- Provides a quarterly assessment of LME performance in 31 areas of care and service
- Available on Division web site at:
<http://www.dhhs.state.nc.us/mhddsas/manuals/reports/consumersatis/css2003report.pdf>



Consumer Satisfaction Survey Domains



- **Overall Satisfaction**
- **Access to Services**
- **Participation in Treatment**
- **Appropriateness of Services**
- **Self-Assessment of Outcomes**
- **Cultural Sensitivity of Staff**

Consumer Satisfaction

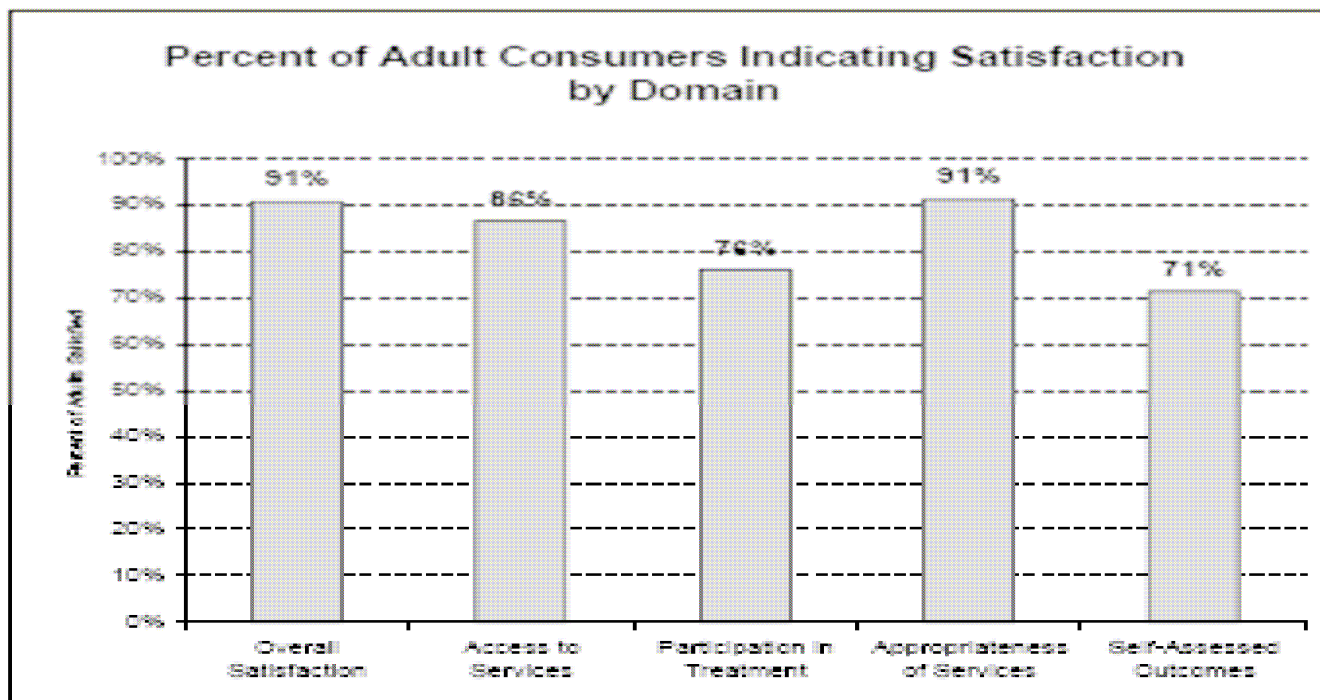


Statewide Summary for All Consumer Domains for Adults

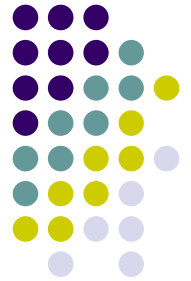
This table summarizes the percent of adult consumers expressing satisfaction or positive statements by five major areas of interest or domains.

Roughly nine in ten adult consumers indicate overall satisfaction, satisfaction with access to services, and satisfaction with the appropriateness of services. Seven in ten indicate satisfaction for their participation in treatment and their outcomes or progress.

Consumers Surveyed October 2003	Statewide Summary for All Consumer Domains				
	Percent of Adult Consumers Positive/Satisfied by Domain				
	Overall Satisfaction	Access to Services	Participation in Treatment	Appropriateness of Services	Self-Assessed Outcomes
Statewide	91%	86%	76%	91%	71%

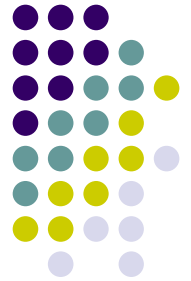


Annual Performance Audit Reports



- [Performance Agreement System Review](http://www.ncdmh.net/auditreports/)

<http://www.ncdmh.net/auditreports/>



For Further Information

- **Flo Stein**, Chief of Community Policy Management Section, at 919-733-4670 or Flo.Stein@ncmail.net
- **Spencer Clark**, Director of Operations and Clinical Services, at 919-733-4670 or Spencer.Clark@ncmail.net
- **Dr. Shealy Thompson**, Quality Management Team Leader, at 919-733-0696 or Shealy.Thompson@ncmail.net <http://www.ndri-nc.org/nctopps0405/Statewide0405.pdf>

Division web sites:

- <http://www.dhhs.state.nc.us/mhddsas/>
- <http://www.ndri-nc.org/nctopps0405/Statewide0405.pdf>